

ARIZONA DEPARTMENT OF REVENUE
1600 WEST MONROE - PHOENIX, ARIZONA 85007-2650

JANE DEE HULL
GOVERNOR



MARK W. KILLIAN
DIRECTOR

November 15, 2001

Governor Jane Dee Hull
Office of the Governor
1700 W. Washington Street
State Capitol, 9 th Floor
Phoenix, Arizona 85007

The Honorable Governor Hull and the Taxpayers of Arizona,

It is with great pride that I present the Arizona Department of Revenue's Annual Report to you and to the taxpayers of Arizona. We have spent considerable time creating a report that is both interesting and informative, and truly reflects what we do at the Department.

The taxpayers of Arizona request that their state government be responsive to their needs. They also expect quality work, excellent customer service, fair administration of the law and forward thinking leadership. On behalf of the outstanding employees at DOR, please allow me to say that we strive to meet these expectations each and every day.

This last year, we reorganized our Department to enable us to provide the best possible customer service to the citizens of Arizona. We are looking forward to moving ahead with our Business Reengineering/Integrated Tax System (BRITS) project which will streamline our technology systems and further improve our customer service. Providing quality service is one of our top priorities and we will continue to work hard in this area.

In order to ensure that our efforts are coordinated and well thought out, we place great emphasis on the creation and use of our Department's strategic plan. We set goals and performance measures and we use them to evaluate our accomplishments. Receiving the Governor's Award of Excellence for our Strategic Plan Implementation Process made its importance even more apparent.

We hope you enjoy reading our Annual Report. If you have any questions, concerns or comments please feel free to contact me.

Sincerely,

A handwritten signature in black ink that reads "Mark W. Killian".

Mark W. Killian

OTHER LOCATIONS: Tucson Government Mall – 400 W. CONGRESS - TUCSON
East Valley – 3191 N. WASHINGTON STREET - CHANDLER
North Valley – 2902 W. AGUA FRIA FREEWAY - PHOENIX